

The following components, and parameters of each component, of the background investigation will be conducted on each applicant, unless prohibited by law in the state in which the applicant seeks employment:

a) Criminal History

- ?? Felony and misdemeanor convictions within the state or county of residency and employment (including military service) for the previous seven (7) years.
- ?? Current status of pending felony and misdemeanor criminal charges within the state or county of residency and employment.
- ?? Status of current participation in any pretrial or alternative rehabilitative program within the state or county of residency and employment.
- ?? All applicable court searches (i.e., County Clerk of Court, City or Municipal Court, etc.) and a National Criminal File database search will be conducted to obtain the necessary criminal history information. Statewide searches are only performed in those states that have repositories where the integrity of the data is reliable, and no specialized forms are required to be completed (such as notarized releases, fingerprint cards, etc.), and can facilitate a five-day turnaround on information requested.

b) Driver's License Status and Driving Record

- ?? If the applicant is being hired (Verizon only) for a "driving" position (i.e., a position requiring an employee to drive a Company or personal vehicle in the regular performance of their duties), the validity and current status of the current driver's license is verified. Driving offenses and moving traffic violations for the previous three (3) years are also checked.
- ?? Staffing will request a driver's license verification and driving record search when the applicant is applying for a driving position only.

c) Employment History

- ?? Current Position - Unless indicated on the Employment Application, current employers will be approached as "credit checks" so as not to jeopardize the applicant's current position. In the event that the current employer request employment verification in writing only; then Verizon analyst will contact the applicant for verbal authorization. If the applicant does not grant authorization, then a W-2 will be requested and used for verification.

?? Previous Employment – The previous seven (7) years of employment is verified. Previous employers are approached as valid employment verifications and are pursued in writing if necessary to obtain verification. If the previous employer is military, then the staffing representative is responsible for including a copy of the applicant's DD-214. The employment information that is verified includes:

- ✍✍ Tenure (dates of employment)
- ✍✍ Position/Job Title and Job Duties
- ✍✍ Earnings (positions eligible for wage credit will be checked, if requested by Staffing)
- ✍✍ Reason for leaving
- ✍✍ Rehire status
- ✍✍ Recommendations from listed supervisors

d) Educational Verification

?? When requested, verification is made of the highest diploma or degree earned that is listed on the Employment Application.

- ✍✍ Highest diploma or degree earned
- ✍✍ Associate/Bachelors/Masters/Ph.D.
- ✍✍ Certifications
- ✍✍ Professional Licenses

?? Professional licenses and/or certifications are verified only if they hold relevance to the job function.

e) Social Security Number Verification

?? The Social Security Number listed on the Employment Application is verified with the applicant's name. All information derived from this search is compared with the associated information listed on the Employment Application (i.e., residential addresses, prior employers, date of birth, etc.) and any discrepancies are reported.

f) International Searches

?? Applicants coming directly from another country will be subject to an International background search in their country of residency.

?? If the applicant has resided in the US for 1 year or more, the analyst will not run an International Search.

Summary of Background Investigation Components and Parameters

BI Component	BI Parameter	When Required
Criminal History	Felony and misdemeanor convictions within the state or county of residency and employment (including military service) for the previous seven (7) years. Current status of pending criminal charges and outstanding warrants. Status of current participation in a pretrial probation or alternative rehabilitative program.	Always
Driver's License Status and Driving Record	Validity and current status of driver's license. Driving offenses and moving traffic violations for the previous three (3) years.	(Verizon only) When the job position requires driving a Company or personal vehicle in the regular performance of duties. Staffing will request record search when required.
Employment History	Previous seven (7) years of employment and military service are verified.	Always
Educational Verification	Verification made of the highest diploma or degree earned. When necessary, licenses and certifications are verified.	Upon request
Social Security Number Verification	Determine names to which Social Security Number is attributed.	Always
International Search	Applicants coming directly from another country will be subject to an International background search in their country of residency.	Always

Background Investigation Results and Hiring Decision

1. The Background Investigations Group within Verizon reviews all information provided by the applicant in the Employment Application and compares it to the information contained in the Background Investigation Report submitted by the processing vendor. The Background Investigations Group evaluates this information with established guidelines and submits a

hiring recommendation to Staffing. It is expected that each CLEC will replicate a similar procedure.

2. Upon review of the Background Investigation Group's recommendation, Staffing makes the final hiring decision. It is also expected that each CLE will replicate a similar procedure.

Fair Credit Reporting Act (FCRA) Procedures

Upon the decision not to hire an applicant based in whole or in part on information received in the processing vendor's Background Investigation Report, Verizon Communications must comply with applicable Fair Credit Reporting Act (FCRA) mandates (e.g. notification to the applicant that adverse action is being taken, summary of consumer rights under the FCRA, etc.). Internal procedures have been established to ensure compliance with the FCRA.

Document Retention

1. The Background Investigations Group is responsible for maintaining all documents and files relating to the background investigations of each applicant in accordance with Verizon's established records retention policy.
2. Verizon Staffing is responsible for maintaining all documents and files relating to the staffing of company vacancies in accordance with Verizon's established records retention policy.

Verizon's Internal Background Investigation Policy:

EMPLOYMENT BACKGROUND INVESTIGATIONS PROCEDURES AND GUIDELINES/HIRING DECISION MATRIX For Background Investigations Group and National Staffing

Purpose

These procedures and guidelines support Verizon Communications' Employment Background Investigation Policy. The Security Department's Background Investigations Group and Human Resources' National Staffing organization utilize these procedures and guidelines that define the process flow involved in performing background investigations of applicants seeking employment consideration with Verizon Communications.

Introduction

The Background Investigations Group (BIG) serves as the liaison to the Human Resource National Staffing organization, the applicant seeking employment consideration with Verizon Communications, and the background investigations' processing vendor. The BIG's primary function is to verify information furnished by the applicant on the Employment Application and research discrepancies that are reported in the Background Investigation (BI) report provided by the processing vendor. Upon completion of the background investigation, the BIG is responsible for making a recommendation to Staffing as to the employment eligibility of the applicant.

Scope

1. These procedures and guidelines apply to those Verizon Communications' business units for which the National Staffing organization provides staffing services. The staffing organizations of other Verizon business units may adopt these procedures and guidelines at their discretion.
2. Where permitted by law, all applicants applying for employment with Verizon Communications for the **first time** are required to undergo a full background investigation as set forth in the "Components and Parameters of Background Investigation" section of the Employment Background Investigations Policy.
3. Background investigation results are valid for one year from the date of the report's completion.

4. Former Verizon Communications' employees (i.e., retirees, non-retirees, interns, etc.) who are rehired more than one year following their separation date are required to undergo a background investigation.
5. If an applicant was not hired due to derogatory information derived from the Background Investigation Report, then the applicant cannot reapply for employment with Verizon for one (1) year. *If the derogatory information found is based upon an issue with its own timeframe (i.e., probation for a minor offense, active bench warrant, diversion program, driver's license suspension), then the staffing representative may select a different reapplication date within the one (1) year waiting period. The reapplication decision should be based upon the completion of the issue.

Applicant Responsibilities

1. The applicant is solely responsible for providing to Staffing an accurate and complete disclosure of information requested in the Employment Application.
2. The applicant is obligated to respond to any and all questions from Staffing or the BIG regarding omitted, incomplete, or questionable information on the Employment Application.

Staffing Responsibilities

1. Staffing is the initial point of contact for applicants.
2. Staffing will perform initial review and verification of information provided on the Employment Application. It is Staffing's responsibility to contact the applicant to resolve omitted, incomplete, or questionable information on the Employment Application **PRIOR** to sending the application to the Background Investigation Group for processing. *The Background Investigation Group will not process incomplete applications, until the information is provided.
3. Staffing will provide all requested information on the "Background Investigation Request Form" that is to be faxed or electronically transmitted, along with the Employment Application, to the BIG in order to initiate the background investigation. Any additional checks outside the designated standard scope of investigation must be noted on this form. When requesting education verifications for a high school diploma the staffing representative must note the dates of attendance on the request form. In the case of GED's the testing date and location of test must be noted on the Background Investigation Request Form.
4. Staffing makes the final hiring decision based on the recommendation submitted by the BIG.

Background Investigations Group (BIG) Responsibilities

1. The Background Investigations Group (BIG) is the liaison between the applicant, Staffing and the background investigations processing vendor.
2. The BIG serves as the single point of contact for Staffing as subject matter experts.
3. The BIG is responsible for:
 - ?? Conducting an unbiased and thorough background investigation of the information provided by the applicant in the Employment Application. This investigation will be performed in a timely fashion by utilizing the background investigations' vendor.
 - ?? Providing standardized and accurate reporting of background investigation results to Staffing.
 - ?? Retention of derogatory, differing and unverifiable background investigation information for a period time required by law.
 - ?? Communicating the Background Investigation recommendation in regard to the hiring eligibility of the applicant to the Staffer.
 - ?? Ensuring accuracy of billing information and processing payment to the background investigations' vendor.

Components and Parameters of Background Investigation

The following components and parameters of each component, of the background investigation will be conducted on each applicant, unless prohibited by law in the state in which the applicant seeks employment:

f) Criminal History

- ?? Felony and misdemeanor convictions within the state or county of residency and employment (including military service) for the previous seven (7) years.
- ?? Current status of pending felony and misdemeanor criminal charges within the state or county of residency and employment.
- ?? Status of current participation in any pretrial or alternative rehabilitative program within the state or county of residency and employment.
- ?? All applicable court searches (i.e., County Clerk of Court, City or Municipal Court, etc.) and a National Criminal File database search will be conducted to obtain the necessary criminal history information. Statewide searches are only performed in those states that have repositories where the integrity of the data is reliable, and no

specialized forms are required to be completed (such as notarized releases, fingerprint cards, etc.), and can facilitate a five-day turnaround on information requested.

g) Driver's License Status and Driving Record

- ?? If the applicant is being hired for a “driving” position (i.e., a position requiring an employee to drive a Company or personal vehicle in the regular performance of their duties), the validity and current status of the current driver's license is verified. Driving offenses and moving traffic violations for the previous three (3) years are also checked.
- ?? Staffing will request a driver's license verification and driving record search when the applicant is applying for a driving position only.

h) Employment History

- ?? Current Position - Unless indicated on the Employment Application, current employers will be approached as “credit checks” so as not to jeopardize the applicant's current position. In the event that the current employer request employment verifications in writing only; then the BIG analyst will contact the applicant for verbal authorization. If the applicant does not grant authorization, then a W-2 will be used for verification.
- ?? Previous Employment – The previous seven (7) years of employment is verified. Previous employers are approached as valid employment verifications and are pursued in writing if necessary to obtain verification. If the previous employer is military, then the staffing representative is responsible for including a copy of the applicant's DD-214. The employment information that is verified includes:

- ✍✍ Tenure (dates of employment)
- ✍✍ Position/Job Title and Job Duties
- ✍✍ Earnings (positions eligible for wage credit will be checked, if requested by Staffing)
- ✍✍ Reason for leaving
- ✍✍ Rehire status
- ✍✍ Recommendations from listed supervisors

i) Educational Verification

- ?? When requested by Staffing, verification is made of the highest diploma or degree earned that is listed on the Employment Application.
- ✍✍ Highest diploma or degree earned
 - ✍✍ Associate/Bachelors/Masters/Ph.D.
 - ✍✍ Certifications
 - ✍✍ Professional Licenses

- ?? Professional licenses and/or certifications are verified only if they hold relevance to the job function.

j) Social Security Number Verification

- ?? The Social Security Number listed on the Employment Application is verified with the applicant's name. All information derived from this search is compared with the associated information listed on the Employment Application (i.e., residential addresses, prior employers, date of birth, etc.) and any discrepancies are reported.

f) International Searches

- ?? Applicants coming directly from another country will be subject to an International background search in their country of residency.
- ?? If the applicant has resided in the US for one (1) year or more, the BIG will not run an International Search.
- ?? Many countries **require applicant participation**, due to the fact the countries do not consider criminal history as public information. These countries require the applicant to go to their consulate and request the criminal history by filling out a request form and paying a fee. Since this is the only way for our organization to retrieve international criminal searches it is a requirement. The applicant is then responsible for forwarding the official document to the BIG analyst.
- ?? International Background Investigations will not meet, and are exempt from, the required six (6) business day recommendation response. International searches will have recommendations sent as soon as results are received. Due to language barriers, and other obstacles, we can not guarantee a definite recommendation deadline.

Summary of Background Investigation Components and Parameters

BI Component	BI Parameter	When Required
Criminal History	Felony and misdemeanor convictions within the state or county of residency and employment (including military service) for the previous seven (7) years. Current status of pending criminal charges and outstanding warrants. Status of current participation in a pretrial probation or alternative rehabilitative program.	Always
Driver's License Status and Driving Record	Validity and current status of driver's license. Driving offenses and moving traffic violations for the previous three (3) years.	When the job position requires driving a Company or personal vehicle in the regular performance of duties. Staffing will request record search when required.
Employment History	Previous seven (7) years of employment and military service are verified.	Always
Educational Verification	Verification made of the highest diploma or degree earned. When necessary, licenses and certifications are verified.	Upon request from Staffing.
Social Security Number Verification	Determine names to which Social Security Number is attributed.	Always

BI Component	BI Parameter	When Required
International Search	Applicants coming directly from another country will be subject to an International background search in their country of residency.	Always

Process to Initiate a Background Investigation

1. In order to initiate a background investigation, there must be a completed Employment Application, including the “Consumer Report and Investigative Consumer Report Authorization/Disclosure” form, signed by the applicant within six (6) months of the Application’s submission to the BIG. If six (6) months have expired since the Application and authorization/disclosure form were completed, then a new Application and authorization/disclosure form must be completed and signed.

a) Required Data (Domestic Applications):

- ?? Full and legible legal name
- ?? Social Security Number (where permitted based on geographic disclosure/privacy laws)
- ?? Date of Birth (where permitted based on geographic disclosure/privacy laws)
- ?? Driver’s License number, name (as it appears on license), state of issue and status of license (active, suspended, etc.)
- ?? For Driving Positions, driving history for last three (3) years (DUI/DWI, moving violations, etc.)
- ?? Previous addresses for past seven (7) years
- ?? Educational information (last date attended or date degree/diploma conferred)
- ?? Employment history (past seven years including present employer)
- ?? Criminal History disclosed – if applicable

b) Required Data (International Applications)

- ?? Full and legible legal name
- ?? Social Security Number (where permitted based on geographic disclosure/privacy laws)
- ?? Date of Birth (where permitted based on geographic disclosure/privacy laws)
- ?? Driver’s License number, name (as it appears on license), state of issue and status of license (active, suspended, etc.)

- ?? For Driving Positions, driving history for last three (3) years (DUI/DWI, moving violations, etc.)
 - ?? Previous International residential addresses for past seven (7) years
 - ?? Educational information (last date attended or date degree/diploma conferred)
 - ?? Employment history (past seven years including present employer)
 - ?? Criminal History disclosed – if applicable
 - ?? Many countries **require applicant participation**, due to the fact the countries do not consider criminal history as public information. These countries require the applicant to go to their consulate and request the criminal history by filling out a request form and paying a fee. Since this is the only way for our organization to retrieve international criminal searches it is a requirement. The applicant is then responsible for forwarding the official document to the BIG analyst.
 - ?? Other countries may have other requirements, but this will be specific to the individual country(ies). The BIG Analyst will be responsible for communicating with the staffing representative, or applicant when more information is needed (for example, seat or registration numbers for education, mother and fathers full legal names for criminal history, etc.)
- c) “N/A” (Not Applicable) should be designated on any part of the Employment Application that does not pertain to an applicant.
2. Staffing will fax or electronically transmit the completed Employment Application to the BIG. When faxing or electronically transmitting the Application, the Staffer must provide all requested information on the “Background Investigations Request Form” to ensure that the proper background investigation scope is conducted, including noting whether driving or education check(s) are needed.
 3. The BIG will fax or electronically transmit the Employment Application with instructions to the background investigations’ vendor. The vendor conducts the background investigation according to the identified review components and parameters (which are set forth in this procedure and the contract agreement with the vendor).
 4. The vendor will provide substantially completed background investigation results to the BIG within three (3) **business** days of receipt of the Employment Application facsimile or electronic transmission. The vendor will expeditiously follow-up on pending searches and report the results of these pending searches immediately upon receipt.

Reporting Investigative Results and Hiring Recommendation to Staffing

3. The BIG reviews all information provided by the applicant in the Employment Application and compares it to the information contained in the Background Investigation Report submitted by the background investigations’ vendor. The BIG evaluates this information against the “Job Aid and Decision Matrix for Background Investigation Hiring Recommendation” guidelines in order to formulate its hiring recommendation to Staffing.

4. A hiring recommendation will be made by the BIG and communicated to the Staffer.
 - ?? This recommendation will be forwarded to the Staffer within six (6) **business** days of the Employment Application being submitted to the Background Investigations' vendor. In some cases, the application may not be submitted to the vendor until the day after it was received from the staffing representative. This will only happen when the application is received by the BIG after the cutoff time required by the vendor. **The cutoff time is 12:00 (noon) central standard time, any applications received after this time will be processed at the beginning of the next business day.**
 - ?? International Background Investigations will not meet, and are exempt from, the required six (6) business day recommendation response. International searches will have recommendations sent as soon as results are received. Due to language barriers, and other obstacles, we can not guarantee a definite recommendation deadline
5. A recommendation to hire the applicant will be communicated by electronically attaching the "Hiring Recommendation Form," from the BIG Analyst to the Staffing Representative, via an e-mail message.
 - ?? The "Hiring Recommendation Form" notifies the Staffer which components of the Background Investigation have been reviewed and completed without findings of significant derogatory information. Each component completed will be marked with an "X" beside it. Any component that is left blank is still pending results, and any component that has a "NA" was not requested - or there was no history to search (i.e., applicant with no employment history).
 - ?? If a recommendation to hire the applicant is considered "Contingent", meaning we have given a recommendation to hire - yet the recommendation form shows that there are still components pending, then this is the only recommendation the staffing representative will receive, unless there is derogatory information found.
 - a) If there is no derogatory information found on an application that had a "Contingent" recommendation to hire sent, then it is the responsibility of the staffing representative to send a written request for a final update, if needed.
 - b) If there is derogatory information found on an application, then it is the responsibility of the BIG analyst to "Reverse" the hiring recommendation to Recommend Not To Hire.
6. The BIG analyst will personally contact, by telephone, the Staffer to communicate a recommendation not to hire the applicant, and will follow-up with an official recommendation not to hire by e-mail.
 - ?? The BIG's findings and reasons for the recommendation not to hire of the applicant will be disclosed to the Staffer by telephone, and the BIG analyst will also follow-up with an official recommendation not to hire by e-mail.

?? The **FINAL** hiring decision is determined by staffing. If the Staffer wishes to proceed with hiring the applicant despite a recommendation not to hire from the BIG analyst; then the Staffing representative will discuss the matter with the Staffing Manager. Once a final decision is made, the **Staffing Manager** will inform the BIG Analyst of this decision by e-mail. The override decision must be made by the staffing manager, and must be in writing.

Derogatory Information

1. Information that would be considered derogatory and may result in a recommendation not to hire by the BIG includes:
 - a) Intentional falsification, omission, or misrepresentation of any information requested on the Employment Application.
 - b) Criminal History information (i.e., felony and misdemeanor convictions, pending criminal charges, outstanding felony warrants, and current participation in a pretrial probation or alternative rehabilitative program) obtained through the background investigation that was not listed on the Employment Application by the applicant. Also, this same Criminal History information, even if listed on the Employment Application by the applicant, is evaluated against the “Job Aid and Decision Matrix for Background Investigation Hiring Recommendation” guidelines in order to formulate a hiring recommendation.
 - c) Educational degrees, licenses, certifications, etc. that are found to be false or unverifiable through the background investigation.
 - d) For driving positions (i.e., positions which require driving a Company or personal vehicle in the regular performance of duties), driving offenses are evaluated against the “Job Aid and Decision Matrix for Background Investigation Hiring Recommendation” guidelines in order to formulate a hiring recommendation.
 - e) Previous employment information that surfaces in the employment verification portion of the background investigation that is job-related and indicates a propensity of dishonesty, lack of integrity, criminal behavior, or endangering persons in the workplace.

Fair Credit Reporting Act (FCRA) Procedures

1. At the time of the BIG’s recommendation not to hire and concurrence from the Staffer, the Staffer will advise the BIG to proceed with the Fair Credit Reporting Act (FCRA) letter notification process informing the applicant that adverse action is being considered regarding their employment consideration.

2. The FCRA requires that the applicant be contacted twice; first advising that Verizon Communications is contemplating adverse action and second to notify that adverse action has been taken.
 3. There is a waiting period of at least twenty-four (24) business hours before the second notification will be sent to the applicant. The waiting period can be extended at Verizon Communications' discretion.
- ?? An initial form letter is mailed to the applicant (or faxed to the Staffer) by the BIG stating that Verizon Communications is contemplating a decision not to finalize a contingent offer or continue contingent employment. A copy of the applicant's Background Investigation Report, along with a copy of the "Prescribed Summary of Consumer Rights Under the Fair Credit Reporting Act," is attached as supporting documentation.
- ?? After a minimum of twenty-four (24) business hours, if appropriate, a second form letter will be mailed by the BIG to the applicant (or faxed to the Staffer) as notification of a final decision not to finalize a contingent offer or continue contingent employment with Verizon Communications.

FCRA Notification to Applicant of Rescission of Contingent Job Offer

Step	Action
1	<p><u>Staffing:</u></p> <p>If the applicant is to report to work within five (5) business days, the Staffer calls the applicant and advises him/her not to report until further notice. The applicant is also advised that a letter is being sent to advise of a change in circumstance. Staffing also notifies the supervisor and Union representative if necessary.</p> <p>If the applicant is to report to work on a date beyond five (5) business days, there is no need for the Staffer to call the applicant.</p>
2	<p>The <u>BIG</u> sends by regular mail to the applicant's home the following documents:</p> <p>?? FCRA letter of intent to rescind the contingent job offer</p> <p>?? Copy of the Summary of Consumer Rights under the FCRA</p> <p>?? Copy of the Background Investigations Report</p>
3	<p>After 24 business hours from the date of mailing of the first FCRA letter, the <u>BIG</u> sends by regular mail to the applicant's home a second FCRA letter to the applicant to notify the applicant of the rescission of the contingent job offer.</p>

FCRA Notification to Employee of Termination of Contingent Employment

Step	Action
1	The BIG faxes or electronically transmits to the Staffer the following documents: ?? The two FCRA notification letters (i.e., the “intent to terminate contingent employment” letter and the “terminate contingent employment” letter) ?? Copy of the Summary of Consumer Rights under the FCRA ?? Copy of the Background Investigations Report
2	Staffing coordinates the FCRA notification requirements and the separation procedures with the employee’s supervisor.

Document Retention

- Files that are open, pending information, or awaiting FCRA action are maintained by the BIG apart from all other files and processed on a case-by-case basis.
- Closed files that do not contain derogatory information are retained by the BIG for 90 days and organized by the month in which the file was closed. Electronic files are also retained by the processing vendor for six (6) years
- Files containing derogatory information are maintained by the BIG for three (3) years in accordance with established case retention schedules. The processing vendor also retains electronic files for six (6) years.
- Remittance invoices, check requisition documentation, and supporting invoice paperwork are maintained by the BIG for six (6) years.

Billing

- Vendor costs for background investigations are billed **directly to the hiring department’s budget center (or responsibility code)** by the BIG. This information is based off of the Background Investigation Request Form provided by the staffing representative.

JOB AID & DECISION MATRIX FOR BACKGROUND INVESTIGATION HIRING RECOMMENDATION (except New York)

The Job Aid & Decision Matrix is established with the goals of protecting Verizon Communications from loss and liability, and for the protection of our employees and customers. BIG representatives will consult this Job Aid and Decision Matrix and use sound judgment to ensure that all hiring recommendations made to Staffing are consistent and based on objective criteria. Any situations that may warrant an exception to the “Recommended Action” in these guidelines are to be reviewed with the Staffing Manager.

If	And	Recommended Action	Special Requirements For State and Federal Laws
Applicant dishonest (i.e., intentional falsification, omission or misrepresentation of information) on the Employment Application, regardless of the nature of the information the applicant failed to disclose. (If a conviction has been expunged, failure to disclose it is not dishonest.)	Dishonesty discovered pre-hire	If circumstances warrant, the BIG will contact the applicant to have the applicant explain the dishonesty; unless the explanation is compelling, recommend not to hire.	Mass: Prohibits asking about a first conviction for the following misdemeanors: drunkenness, simple assault, speeding, minor traffic violations, affray, or disturbance of peace or conviction of any misdemeanor greater than 5 years prior to request date unless any resulting incarceration was completed during the past five years or the applicant was convicted of another offense during that five year period. Minor traffic violations include any moving traffic violation other than reckless driving, driving to endanger and motor vehicle homicide.
	Dishonesty discovered post-hire	If circumstances warrant, the BIG will contact the employee to have the employee explain the dishonesty; unless the explanation is compelling, terminate employment.	Rhode Island: Applicant is not dishonest if s/he fails to disclose if s/he has been arrested or charged with a crime which did not result in a conviction (even if still awaiting trial/disposition). Applicant is not dishonest if s/he fails to disclose an offense to which s/he pled “nolo contendere” or “no contest,” received only probation and served the entire probation without incident.
Arrest disposition did not result in conviction (includes completion of pretrial diversion programs, dismissal of charges, etc.)		Do not disqualify.	
Active arrest warrant or awaiting disposition of pending criminal charges or trial		Defer consideration until the applicant is available for work on an uninterrupted basis.	Mass: applicants may answer “no record” with regard to certain arrests.(see Application statement). Rhode Island: prohibits asking if applicant arrested or charged.

If	And	Recommended Action	Special Requirements For State and Federal Laws
Currently participating in a pretrial diversion probation, alternative rehabilitative program, or are currently on probation/parole for any offense (This would also include Deferred Adjudication)		Review “Hiring Recommendation Matrix” on the following page for type of offense to determine employment eligibility. If applicant would be ineligible for employment if convicted, or there is a possibility of incarceration if the pretrial diversion probation (deferred adjudication) or alternative rehabilitative program is not completed, then no employment offer should be made until the completion of the pretrial diversion probation or alternative program is completed. If the applicant is on probation/parole due to a conviction, then defer consideration until the applicant is available for work on an uninterrupted basis.	All States
If International information is not available on a particular candidate, or if the BIG does not have the ability to conduct a background search in that candidate’s country of residence		Recommend Not to Hire	

If	And	Recommended Action	Special Requirements For State and Federal Laws
<p>Prior Conviction (includes “guilty” pleas or judgments, “no contest” or “nolo contendere” pleas)</p>		<p>Consider job relevancy, severity of offense, time since completion of sentence and evidence of rehabilitation according to the “Hiring Recommendation Matrix” on the following page.</p>	<p>Mass: prohibits asking about a first conviction for the following misdemeanors: drunkenness, simple assault, speeding, minor traffic violations, affray, or disturbance of peace or conviction of any misdemeanor greater than 5 years prior to request date unless any resulting incarceration was completed during the past five years or the applicant was convicted of another offense during that five year period. Minor traffic violations include any moving traffic violation other than reckless driving, driving to endanger and motor vehicle homicide.</p> <p>Rhode Island: Prohibits considering prior criminal offense if pled “nolo contendere” (no contest), received only probation and served entire probation without any violation, then not considered conviction.</p>

CRIMINAL & DRIVING HISTORY DECISION MATRIX (except New York)

Type of Offense	Severity of Offense (Felony or Misdemeanor)	Timeframe Since Completion of Sentence or Probation or Parole	Recommended Action
Offenses Against <u>Person</u> (e.g., murder, manslaughter, sexual assault, assault and battery, etc.)	Felony And Misdemeanor	Less Than 7 Years	No Hire
Offenses Against <u>Property</u> (e.g., theft, forgery, criminal trespassing, worthless checks, credit card fraud, shoplifting, gun possession, etc.)	Felony	Less Than 7 years	No Hire
	Misdemeanor	Less Than 3 years	Evaluate evidence of rehabilitation (ex: successfully held other jobs), and relationship of offense to the position applied for, and consider hiring.
		Over 3 Years	Hire
Drug Offenses	Felony	Less Than 7 Years	No Hire
	Misdemeanor	Less Than 3 Years	Evaluate evidence of rehabilitation (ex: successfully held other jobs), and relationship of offense to the position applied for, and consider hiring.
		Over 3 Years	Hire
Driving Offenses Notes: Only relevant to job positions that require		Less Than 1 Year	<ul style="list-style-type: none"> • If single minor offense, Hire. <p>If multiple minor offenses; or if single offense of DUI/DWI or reckless driving or motor vehicle homicide; No Hire.</p>

Type of Offense	Severity of Offense (Felony or Misdemeanor)	Timeframe Since Completion of Sentence or Probation or Parole	Recommended Action
<p>driving a Company or personal vehicle in the regular performance of duties.</p> <p>Applicant cannot be hired if his/her driver's license is suspended; applicant can be considered once suspended driver's license is reinstated.</p> <p>At Verizon Information Services (VIS), applicants are not hired if they have a DUI/DWI conviction in last 3 years, per VIS Fleet Policy.</p>		1-3 Years	<ul style="list-style-type: none"> • If single minor offense, Hire • If multiple minor offenses; or if single offense of DUI/DWI or reckless driving, look at evidence of rehabilitation and consider hiring. • If multiple offenses of DUI/DWI or reckless driving, or if single offense of motor vehicle homicide, No Hire
		Over 3 Years	Hire

GUIDELINES FOR USE FOR REVIEW OF JOB APPLICANTS WITH PRIOR CONVICTIONS (For New York Only)

No applicant should be automatically disqualified for a prior conviction. However, serious crimes (ex: homicide, sex crimes, robbery, burglary, felony assaults) require a higher showing that an applicant would not pose a significant risk to the Company. **New York's public policy is to encourage employment of ex-offenders.**

How to use this matrix:

Look at each case individually. Consider each factor and decision point. In cases where the applicant misrepresented or falsified prior convictions, the applicant is rejected (or terminated, if already on payroll) without further analysis. For the remaining decision points, where the information on the candidate is unfavorable put a minus in the analysis column, i.e. the applicant is slotted for a job which would bring them into a customer's home and the crime is of a violent nature. Where the information on the candidate is favorable, indicate such by a plus sign. For example, if several years have passed since the crime was committed, place a plus in the analysis column. Review the number of positives versus negatives in the analysis to help in the decision of whether to hire or reject the applicant.

Factors To Be Considered	Decision Points	Analysis of Individual Case + or -
Misrepresentation or Falsification	Applicants who misrepresented or falsified prior convictions are disqualified.	Applicant is rejected (or terminated if already on payroll).
Nature of job	For all crimes, nature of job applied for <u>must</u> be considered. For jobs involving direct physical contact with customers or the public, careful consideration should be given to whether an applicant convicted of a crime involving violence or larceny presents a significant liability risk to the Company.	
Nature of crime	?? Crimes involving integrity should weigh against applicants applying for positions with limited supervision or a high degree of trust. ?? If applicant is a repeat offender, this should weigh against the applicant.	
Age at time of crime.	If applicant was young at time of crime, this should weigh in applicant's favor.	
Time elapsed since crime.	Significant time elapsed since crime should weigh in applicant's favor.	
Applicant's explanation of reason crime was committed.	If crime committed under extenuating circumstances that would not be present in the work place, (e.g. domestic	

Factors To Be Considered	Decision Points	Analysis of Individual Case + or -
	abuse) this should weigh in the applicant's favor. However, conviction for vehicular homicide would weigh against an applicant applying for a job requiring driving.	
Evidence of successful employment following crime.	Satisfactory employment history since crime, should weigh in applicants favor.	
Applicant has "certificate of relief from disabilities" or a "certificate of good conduct".	These certificates are issued by the criminal justice system and indicate that a prisoner has been an exemplary inmate. These should weigh in the applicant's favor.	